Expression of Interest (EOI)

1. Subject:

Invitation of quotation rates for supply of One No. of Server as per the required specification along with software license for Windows Server 2025 Standard Operating system and MS SQL Server 2022 - Standard Edition (64-bit) license for a period of 3 years.

2. Introduction & Background

The Bangalore Electricity Supply Company Limited (BESCOM) is currently running a Proxy server for Geographical Information System (GIS) with OS Windows Server 2022 Standard and RDBMS edition of SQL Server 2019 - Standard Edition (64-bit). This server has reached end of support and hence, BESCOM invites expression of interest (EOI) from eligible bidders for supply, installation, configuration, commissioning and maintenance of One No. of Server of required specification along with software license for windows server OS and MS SQL server database for a period of 3 years and extendable for 2 more years with mutual agreement.

This EOI is being issued to discover the prices for the required hardware and software from the eligible bidders who are authorized partner of offered hardware/software OEMs (Original Equipment Manufacturer)

3. Scope of Work

The scope of work includes but not limited to below:

1. Supply installation, configuration, commissioning and maintenance of 1 No. of Server of require specification along with software license for windows server OS and MS SQL server database
2. Provide 3 years Annual Maintenance Contract/Annual Technical Support (AMC/ATS) from OEM extendable for 2 more years on mutual agreement.
3. Provision to log tickets and download license from OEM portal.
4. Submit Build document on completion of implementation.
5. Providing inter connectivity with the existing infrastructure.
6. The scope of work also cover supply of required OFC (fibre), related necessary accessories and cabling.
7. Co-ordinate with BESCOM's identified team to support for configuration issues, hardware replacement etc.
8. Shall configure, install, de-install, re-install, re-configure (in case BESCOM need any configure change), cabling portion of work at no extra cost during the entire contract period.
9. Break-fix support of supplied backup appliance and OS/ firmware upgrades for the appliance.
10. Provide patches, upgrades of OS, firmware and upgrade of database during warranty and AMC period without any extra cost. Also provide timely proactive deployment of latest firmware versions, security patches in coordination with BESCOM's identified team.
11. There shall be 24x7x365 support for any technical issue for all the supplied products. The resolution/replacement time shall be within 24 hours from the time of ticket logging in the OEM portal.

12. BESCOM shall freeze installation setup, configuration and schedule in mutual consultation with the successful vendor and BESCOM's identified teams.
13. Confidentiality of the BESCOM's setup must be maintained by vendor.
14. Engineer from vendor must have adequate knowledge for handling the installation, configuration and support & services for supplied hardware.
15. To provide complete call logging details along with escalation matrix.
16. If any services, functions or responsibilities not specifically described in this scope but are an inherent, necessary or customary part of the services and are required for proper performance or provision of the services in accordance with the scope, they shall be deemed to be included within the scope of the services, as if such services, functions or responsibilities were specifically required and described in this scope and shall be provided by the vendor at no additional cost to the BESCOM.
17. Vendor is expected to provide post installation support to the BESCOM. The successful vendor shall provide the assistance whenever required. Warranty and AMC support shall be provided by the successful vendor through OEM.
18. Following documents should be delivered by the successful bidder to the BESCOM including user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, technical specification, system configuration documents, debugging/diagnostics documents etc.
19. Shall carry out Electronic preventive maintenance, health check and site status check on quarterly basis.
20. Shall perform Firmware upgrade/license upgrade/patch installment etc. on recommendation by BESCOM.
21. Shall submit Completion Report for Preventive maintenance/corrective maintenance including firmware upgrade/OS/Patch upgrade etc. Within 15 days of intimation in the health check report.
22. To submit the Root Cause Analysis report of the OEM in the event of failure of hardware or issues encountered in the supplied software/hardware or both.

4. Technical Specifications

SL. NO	Particulars	Quantity and Specification
1	Form Factor	2U rack-mount server
2	Trusted Platform Module	Trusted Platform Module 2.0 V6
3	Chassis Configuration	2.5" Chassis with up to 8 Hard Drives (SAS/SATA/SSD)
4	Processor	2 x Intel Xeon-Silver 4514Y, 2.0GHz, 16-core each or higher
5	Memory Capacity	2 x 64GB dual rank DDR5 ECC registered RAM scalable upto 512 GB or more
6	RAID Controller	Hardware RAID controller with 2 GB cache + battery/flash backup. Shall Supports RAID 0/1/5/6/10

7	Storage	Primary (OS / Apps) 2 × 480 GB Enterprise SSD (RAID 1) Secondary (Data Storage) 4 × 1.92 TB SATA/SAS SSD (RAID 5 or RAID 10)
8	GPU/DPU/Acceleration	NVIDIA GPU card supporting up to 24GB PCIe Accelerator
9	Power Supply	Dual redundant power supply
10	Networking	4 × 1GbE on-board NIC. Optional: 2 × 10GbE SFP+ NIC
11	Management	Dedicated remote management port supporting: iDRAC9 (Dell) iLO 6 (HPE) XClarity (Lenovo)
12	Operating System Compatibility	Windows Server 2022 RHEL / CentOS Stream / Rocky Linux Ubuntu LTS VMware ESXi Proxmox
13	Services: Hardware Support	3 Years support with 24 hrs resolution for any hardware/software issue
14	Software License	• One No. of Windows Server 2025 Standard, 16-Core with Software assurance for 3 years. • Setup files for windows server 2022 standard shall be made available for download & installation in OEM portal.
15	RDBMS Edition	• One No. of MS SQL Server 2022 - Standard Edition (64-bit) with Software assurance for 3 years. • Setup files for MS SQL Server 2019 - Standard Edition shall be made available for download & installation in OEM portal.

5. Eligibility Criteria for Bidders

1. Bidder shall be a registered Company/Partnership/LLP/Proprietorship in India.
2. Bidder shall be OEM authorized partner.
3. Bidder shall have relevant industry experience and technical capability.
4. Entities blacklisted or debarred by any Government/PSU are not eligible.
5. The EOI is only to discover the prices.

6. Bidder may seek clarifications related to this EOI within the timeframe specified in KPP portal.
7. Bidder shall not disclose or use such information for purposes other than participation in this EOI.
8. EOIs shall not be considered in case of:
    - Incomplete or non-compliant submissions
    - Misrepresentation of facts
    - Conflict of interest
    - Submission after the deadline
    - Abnormal/subnormal quotes

6. Confidentiality:

All information provided by the Tender inviting authority must be treated as confidential. BESCOM may at its own discretion may use the price discovered from the EOI for any projects/works/activities/tenders.

7. General Conditions:

1. Issuance of this EOI does not constitute a commitment to award or proceed with procurement.
2. Breakup of prices shall be provided upon request from BESCOM for the quoted price in EOI.
3. Validity: Price quoted shall remain valid for a period of 180 days from the date of submission of this EOI.
4. Right to Reject: EOI inviting authority reserves the right to reject any or all EOIs without providing reasons.
5. This EOI shall be cancelled after discovering price without any further notice.